



Your local
neighbourhood
network for
Older People

Role Description Digital Support Worker (Freelance)

Hours: 16 hours per week for 6 months (worked Mon-Fri 9-5pm)

Equivalent Grade: NJC Scp.12, £22,183 (pro rata)

Total Fee: £4,450 (paid monthly on invoice).

Employing Body: OWLS

Responsible to: BEA Board

Line Manager: OWLS Community Builder (Building Communities & Companionship)

Location: Working from home, online and by phone, and in community e.g. doorstep visits

Purpose of the role:

To provide one-to-one and group support, to older people to get together online, with a particular focus on using video conference tools. To help develop a pool of active older Digital Champions and increase the number of regular internet users amongst OWLS membership made up of older people living in parts of North West Leeds.

- Contribute to the Building Communities & Companionship Project at OWLS which is designed to enable socially isolated older people to help themselves by helping others.
- Work with OWLS Community Builder and volunteers to identify older people who are socially and digitally isolated.
- Support older people to identify their needs for IT support.
- Coordinate a 'try before you buy' digital lending scheme for 30 older people.
- Provide one to one IT support to older people on a range of devices.
- Support and train Digital Champions to provide ongoing support to older people.
- Support older people to host and run zoom activities for other older people
- Deliver regular group support (e.g. Digital Café) online for older people to increase their digital awareness and skills (e.g. apps, email, online shopping).
- Support user-led social activities that can take place remotely.
- Work with older people to explore additional possibilities for digital engagement such as the use of Apps, Zoom etc
- Connect in with city initiatives e.g. Get Online Week / Leeds Digital Festival
- Help to promote the project where required

General Requirements:

- Work in co-operation with all OWLS staff, partners, volunteers and the Board.
- Undertake general office administration duties as necessary.
- To receive managerial supervision, attending one-to-one meetings, and team meetings as required.
- To recognize and work within the agreed policies and procedures of the organization.
- To work within an equal opportunities framework.
- A commitment to community development.
- Help publicize the work of OWLS and be a proactive, positive ambassador for the organisation
- Action and meet the organisations values and ensure our standards are of the highest quality.
- To be a positive team member, contributing to a well-run team-working environment through input of new ideas, support of colleagues and excellent internal communications.
- Contribute to creating a welcoming, safe and efficient environment
- To assist in any other areas that may be required.

PERSON SPECIFICATION

OWLS aims to provide high quality services adhering to principles of best practice and in line with our vision, mission and values. All posts have two main functions: to carry out the duties as outlined and be proactive in continuously improving service delivery. We expect all employees to carry out their duties in a professional manner with a client focus, ensuring that respect and courtesy is shown to them, colleagues, other service providers and all those in contact with the organization.

Essential	Desirable
Wide ranging IT and web skills (zoom, using digital tablets)	Experience working with older people & volunteers.
Ability to coach non-web users.	Knowledge of the locality.
Ability to lead and coordinate online groups.	Knowledge of the Third Sector.
Knowledge of the issues older people face with regard to technology.	Current DBS in place.
Ability to listen to and assess non-web users' needs.	Appropriate training e.g. confidentiality, groups facilitation, teaching/coaching, GDPR.
Ability to work on own initiative within OWLS policies.	Community volunteering experience.
Excellent communication & group facilitation skills.	Ability to represent the organization at meetings and other community events.
	Own transport.

